



State of Kansas  
Office of the State Long-Term Care Ombudsman

Winter 2007

## A Word from the State Ombudsman – Gilbert Cruz, RRT MPA

Happy Holidays! I hope everyone had a chance to be merry and eat plenty of food. The winter edition of the *Volunteer Voice* comes with a special meaning. In October at Salina, I completed my volunteer training sessions. The class was instructed by Gloria Simpson (Region 4) and Sue Schuster (Region 1). Both did an outstanding job! Congratulations to the volunteers who graduated and were certified in 2006 (pictured on page 2). Throughout the volunteer training sessions, I learned more about the LTC Ombuds-

man program from the volunteer's perspective. After listening to the volunteers the training manual has been updated, a new projector and computer have been ordered. Regional Ombudsmen are a vital asset to the training program. It is crucial for regional ombudsman to take part of our volunteer success due to their extensive experience of the field

As the Director of the State Ombudsman program, I am committed to increase the volunteer ombudsman ranks. You will notice the 2007 volun-

teer training schedule includes nine sessions listed on page 3. Remember, volunteers are everything! Please do not hesitate to contact the State office with any suggestions, questions, or comments. Reserve your spot for the Certified Volunteer Conference on March 29-30, 2007 in Overland Park, Kansas. I am looking forward to being with you and hearing your wonderful experiences advocating for the residents of this great State.



Governor  
Kathleen Sebelius

## NCCNHR Conference Update



In October, I attended the National Citizens Coalition for Nursing Home Reform (NCCNHR) annual conference in Washington, D.C. This event gave me an opportunity to visit with advocacy groups from all over the nation. Kansas Advocates for Better Care (KABC) represented by Deanne Bacco, Executive Director, and the Kansas Long-Term Care Ombudsman program were among the many organizations. During the conference Elma Holder, NCCNHR founder, was recognized for her lifetime achievement in advocating for residents of long-term care facilities. She received the coveted Heinz Foundation Award.

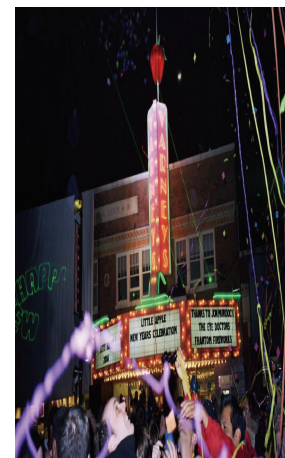
**Congratulations,  
Elma!**



Left to right: Sue Wheaton, Administration on Aging (AoA); Gilbert Cruz, KS LTC Acting-State Ombudsman; and Alice Hedt, NCCNHR



Gilbert Cruz and Elma Holder, NCCNHR



**Happy New Year**

Little Apple  
Manhattan, Kansas

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## Volunteer Corner

Since I accepted the State Volunteer Coordinator position, I have had an invigorating and refreshing experience. In October, I participated in the 2006 Salina training. It was a great privilege to have been trained with such a wonderful group of people. I am excited to see each volunteer step foot into the activism role; Don Anderson, Cathy Towne, Betty Shultz, Phyllis Winters, Cynthia Nelson, Pat Ransom, and Larry Overstreet are an enormous part of the program's mission to provide quality care to our long-term care residents. While in training with the Salina volunteers,

I joined Jan Scoggins, Regional Ombudsman of Region 5, by providing volunteer training in the Ulysses area. Soon after, we certified an important community member, Mr. Bill Stewart. He was accompanied by a vital advocate, Diane Koontz. Diane has been with us since 2002. In addition, I want to welcome all the returning volunteers. Volunteers are a great asset to our program and I am ecstatic to have everyone back. As the program grows, many modifications have taken place, including the *Volunteer Voice*. The program plans to continuously improve the

*Volunteer Voice* to help our volunteers better meet the needs of long-term care residents in Kansas. In future issues, volunteer will find articles about current topics affecting long-term care, as well as information on resources available to assist ombudsmen. The certified volunteer local monthly meeting notices will be inserted in the *Volunteer Voice*. In addition, volunteers will continue to receive a monthly reminder postcard. Visiting with volunteers state-wide, I was informed that volunteers are interested in continuing education. To provide this tool for volunteers, "Here's a Case" will become a regular feature, and the Certified Volunteer Spotlight will recognize a

certified volunteer ombudsman in each issue. In order, to nominate someone for the Spring 2007 issue. Please contact a Regional Ombudsman or the State Ombudsman office. In closing, I want to take this opportunity to thank each and every volunteer for their suggestions, ideas, and comments. I look forward to seeing certified volunteers and special guests at the 2007 Certified Volunteer Ombudsman Annual Conference in March. If you would like to suggest topics to be addressed in the newsletter or submit an article to be published, please contact me by email or telephone. Happy New Year!

Nancy Ochoa, MCJ  
State Volunteer Coordinator

## Certified Volunteer Spotlight

Elizabeth Schmitt, Region 2



Governor Sebelius and Beth Schmitt.

Join me in congratulating one of our Certified Volunteer Ombudsmen, Beth Schmitt, for receiving the Points of Light Award from Governor Sebelius. Beth lives in Chapman, Kansas. She has been a volunteer ombudsman for seven years. She has two adult children, and three lovely grandchildren.

Her son lives in Florida, and her daughter resides in Chapman. Currently Beth is assigned to Chapman Valley Manor, and she also helps out at Village Manor in Abilene. When it comes to residents, Beth is devoted to meeting their needs. She is kind and considerate of others, and Beth appropriately addresses concerns. I am proud that she is among the wonderful volunteers in the Ombudsman program.

Beth also volunteers at the Eisenhower Center in Abilene, for Hospice of Dickenson County, and is a member of the Board of Irish Foundation.

Cynthia Bailey,  
Regional Ombudsman

## 2006 Certified Volunteer Ombudsman training Congratulations !



Salina  
Region 1

Back row left to right: Velvet Johnson, Sue Schuster, Don Anderson, Cynthia Nelson, Larry Overstreet. Front row left to right: Gloria Simpson, Cathy Towne, Betty Shultz, Phyllis Winters, and young Sara Raman

Ulysses  
Region 5



Jan Scoggins, Regional Ombudsman  
and Bill Stewart.



## 2007 Certified Volunteer Training Schedule

REGION	START DATE	END DATE	LOCATION
2 & 7	1/25/2007	3/1/2007	Junction City
6	3/8/2007	4/19/2007	Hays
8	4/5/2007	5/10/2007	Chanute
4	4/26/2007	5/31/2007	Wichita
6	6/7/2007	7/12/2007	Smith Center
1	8/2/2007	9/6/2007	Hutchinson
8	8/16/2007	9/20/2007	Independence
7	9/13/2007	10/18/2007	Atchison
5	10/4/2007	11/8/2007	Dodge City



The 2007 LTC Certified Volunteer Ombudsman Training schedule has been announced as our commitment to increase the volunteer base (schedule to your left). The program will continue to vigorously recruit volunteers in our most remote areas. The State Ombudsman office has developed this schedule to accommodate the newly formed regions.

If you know of friends, family members, or others interested in becoming a volunteer, please have them contact me at 1(877)662-8362 or 785-368-7321.

Nancy Ochoa, MCJ  
State Volunteer Coordinator

## 2007 Governor's Conference on Aging

May 2 & 3, 2007



The Kansas Department on Aging is hosting a conference and networking opportunity for older adults and professionals in the field of aging that will focus on issues facing Seniors throughout the state. The conference will be held on May 2-3, 2007 in Topeka, Kansas. Approximately 800 participants are expected to attend including: service providers, aging professionals, substance abuse counselors, long term care administrators and staff, mental health professionals, State agency employees, and senior citizens. For additional information, please call the Kansas Department on Aging at (785) 296-4986 or (800) 432-3535.



The State Ombudsman office would like to send out a BIG thank you to Debbi Roy and Louis Cooke, Certified Volunteer Ombudsman, for their assistance in editing the newsletter. We appreciate your commitment and drive for an accurate and quality newsletter.

LTCO STAFF

### Synergy

2007 Certified Volunteer Annual Conference

The 2007 Annual Certified Volunteer Ombudsman Conference will be held on March 29th and 30th at the Marriott Hotel in Overland Park, Kansas. Long-Term Care Certified Ombudsman volunteers may sign up at no cost.

If you would like to participate in the conference, you may register by calling the State Ombudsman office at (877) 662-8362 or (785) 296-3017. Please respond prior to February 1, 2007.

LTCO STAFF



## Did you know?

*The shocking truth about what's going on in American's nursing homes...*



Illustrated by Anastasia

In 2006, a report issued by the University of Kentucky on behalf of the National Committee for the Prevention of Elder Abuse revealed that, in one year alone,

adult protective services investigated 461,135 reports nationwide of neglect and abuse (the latter includes physical, sexual and emotional harm) and substantiated 191,908 of them. Of these cases, 26.1 percent were from caregiver



neglect. You can read more on this issue at Reader's Digest website [www.rd.com](http://www.rd.com) under the National Interest tab.

### Safety Planning

A safety plan is for anyone who may be abused by - or afraid of - a family member, friend, and/or facility staff. The plan helps prepare a person experiencing abuse for the possibility of further violence by outlining steps that can assist in the safety of a long term care resident. Call your regional ombudsman for information and assistance.

**Elder Abuse  
Kansas Hotline:  
Toll Free Num-  
ber: 1(800) 842-  
0078**

## Find Family and Elder Mediation

*A Solution to Solving Family Problems and Disputes*

The National Care Planning Council (NCPC) offers resources in mediation assistance to people dealing with uncooperative caregivers or attempting to settle an estate following an extended caregiving experience. A mediator can help a family avoid disputes and diminish the long-lasting wounds of resentment that may have developed during the time of caregiving. You can find more information on this topic at the NCPC's website [www.longtermcarelink.net](http://www.longtermcarelink.net) or you may contact them at (801) 298-8676

## An Ombudsman's Perspective – Jan Scoggins, Region 5

Certified Volunteer Ombudsmen make a profound difference in the lives of those we touch. How many of us can remember who was named Miss America two years ago? Nevertheless, many of us can remember someone who made a real difference in our lives, one we know we'll never forget. As the year comes to a close, think of the residents of nursing homes who will never forget the difference a Certified Volunteer Ombudsman made in their life.

This story was given to me by Cindy Handley at the Grant County Fair in Ulysses, Kansas. It really shows how an ombudsman can make a difference in a most unusual way.

It all began several years ago when Earl Handley of Enid, Oklahoma, adopted Marylee Hall as his older sister. Marylee Hall took on the ministry of being a chaplain at The Living

Center nursing home. Ben Haines was the Certified Volunteer Ombudsman. He heard Marylee reading stories to the residents and asked if she needed some new and fresh material. Marylee was pleased with the idea and agreed to read the short stories that Ben's cousin, Clover Johnson, had written.

Mrs. Hall was particularly intrigued by a story about the Wallpapered Outhouse. A woman moved to the country with her family, and she had to use an outhouse. She would not have a bathroom without wallpaper so she wallpapered the outhouse. As Marylee was reading the story about this woman who wallpapered her outhouse, Jim Handley's name leaped out! She immediately wondered if Jim Handley could possibly be a relative of her adopted brother, Earl Handley, as she had heard Earl tell a similar

story about his grandmother and her wallpapered outhouse. Marylee asked Earl if this was possible. Earl was certain that he and Jim Handley had the same great-grandfather because of the similarity in stories. Jim was born in Longview, Washington, the same place where Earl's great-grandparents farmed.

Marylee Hall told Ben Haines, the Certified Volunteer Ombudsman, of Earl's thoughts that he and Jim were related. That started the ball rolling. When the men did get together. They discovered they were indeed brothers. Many telephone calls later a lasting friendship and relationship was established.

Thanks for sharing, Cindy!



*Keeping the Earth Clean  
one day at a time.*



## Addressing Diversity



While we celebrate our nation's rich diversity, we recognize that minority Americans often are at greater risk of poor health, social isolation, and poverty. Currently, minority elders comprise over 16.1 percent of all older Americans (65 years of age and older). In the future, their numbers are expected to increase dramatically. Between 1999 and 2030, the older minority population 65+ is projected to increase by 217 percent, compared with 81 percent for older white population. For example, the number of African American elders will increase by 128 percent. The population of Asian American elders will increase by 301 percent and the number of Hispanic American elders will grow by 322 percent. The number of American Indian and Alaska Native elders will increase roughly by 193 percent by 2030 if current demographic trends continue. The Administration on Aging website is designed to provide information that can help to increase access to and improve programs for older minority Americans. You may go to [www.aoa.gov](http://www.aoa.gov) to further research on this topic.

## Partnership for Prescription Assistance

The Partnership for Prescription Assistance brings together America's pharmaceutical companies, doctors, other health care providers, patient advocacy organizations and community groups to help qualifying patients who lack prescription coverage get the medicines they need through the public or private program that's right for them. Many will get them free or nearly free. Its mission is to increase awareness of patient assistance programs and boost enrollment of those who are eligible. Through this site, the Partnership for Prescription Assistance offers a single point of access to more than 475 public and private patient assistance programs, including more than 150 programs offered by pharmaceutical companies. To access the Partnership for Prescription Assistance by phone, you can call toll-free 1-(888)-4PPA-NOW or 1-(888)-477-2669.



## Money Matters

### Low Income Home Energy Assistance Program

Your local Low Income Home Energy Assistance Program (LIHEAP) may be able to help you pay for your heating and/or cooling needs. Having suitable heating or cooling will help you stay healthy. LIHEAP is a federally-funded energy assistance program that is run by the nation's states and territories. Specifically, LIHEAP may be able to assist you with bill payments, energy crisis, weatherization, and other energy-related home repairs.

LIHEAP helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. You may apply to the LIHEAP program in your community. The application period for 2007 is from January 16 through March 30, 2007. For more information or to request an application, please call 1(800) 432-0043 or visit <http://www.srskansas.org>

## Tax Preparedness

### Volunteer Income Tax Assistance Program (VITA)

The VITA Program offers free tax help to low- to moderate-income (generally, \$39,000 and below) people who cannot prepare their own tax returns. Certified volunteers sponsored by various organizations receive training to help prepare basic tax returns in communities across the country. VITA sites are generally located at community and neighborhood centers, libraries, schools, shopping malls, and other convenient locations. Most locations also offer free electronic filing. To locate the nearest VITA site, call 1-800-829-1040.



Medicare D problems? Call Senior Health Insurance Counseling (SCHICK) for Kansas at 1-(800)-860-5260

## Congratulations

### Certificate of Appreciation Recipients



Jesse Springer, Application Developer  
III -Ozbud Project

*Great Job!*

Joe Dobson, Regional Om-budsman - Ozbud Project

Cynthia Bailey, Regional Om-budsman - Point of Light Award Project



State of Kansas  
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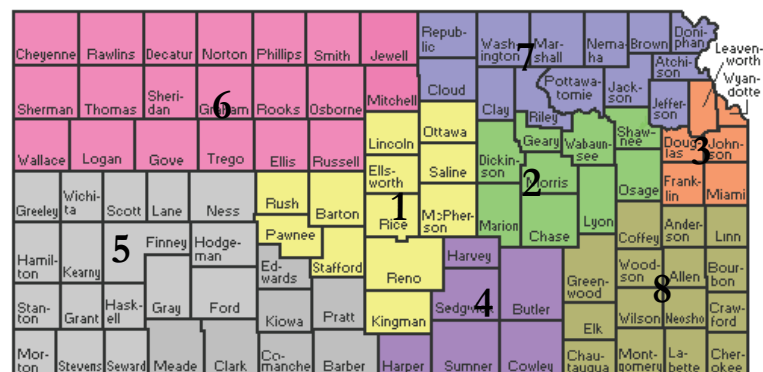
• • • • •  
**OMBUDSMAN:**

Reaching Out for Quality Care  
(785) 296-3017  
Toll Free: 1-877-662-8362  
Email: [LTCO@da.state.ks.us](mailto:LTCO@da.state.ks.us)  
Http://da.state.ks.us/care



## Kansas LTC

### Ombudsman Regions



**Note:** Our email addresses have changed from

[Nancy.Ochoa@da.state.ks.us](mailto:Nancy.Ochoa@da.state.ks.us) to [Nancy.Ochoa@da.ks.gov](mailto:Nancy.Ochoa@da.ks.gov)

Our old email addresses will continue to be effective for one year. If you have questions, please give us a call or contact your Regional Ombudsman.

### Regional Ombudsman

Region 1 Sue Schuster  
Region 2 Cynthia Bailey  
Region 3 Joe Dobson  
Region 4 Gloria Simpson  
Region 5 Jan Scoggins  
Region 6 Velvet Johnson  
Region 7 James Grooms  
Region 8 Gina Johnston

For any questions or comments, contact:

Nancy Ochoa, Editor  
(785) 368-7321 or  
(877) 662-8362

Editorial Team:  
Debbi Roy & Louis Cooke

### Older Americans Act Reauthorized



On Tuesday October 17, 2006 President Bush signed into law H.R. 6197, the Older Americans Act (OAA) of 2006. It is the first time since the

OAA was enacted in 1965 that the law formally mentions elder justice.

**Older Americans Act Reauthorized -** Older Americans Act Amendments of 2006 (H.R. 6197). You may get a copy at the House Education and Workforce Committee website at <http://edworkforce.house.gov>

## Mission Statement

To advocate for the well being, safety, and rights of residents of Kansas long-term care facilities by assisting them in attaining the highest possible quality of life.